DOING BUSINESS IN HARTLAND TOWNSHIP

- OUR BASIC PREMISE THOSE WHO SERVE THE TOWNSHIP DO SO FOR GOOD REASONS AND HAVE GOOD INTENTIONS.
 - Make Hartland a Better Place
 - Want it to be a good place for Families and for Businesses (see card)?
- TAKE STOCK YOUR OWN SURVEYS
 - Surveys show it's a great place to live
 - Surveys show it's a poor place for business
- TAKE STOCK SHOPPING CENTERS UNDER STRESS wait til they all expire?
 - Walmart Center basically went bankrupt (Board Comment not our kind of store)
 - Only full size Walmart in Michigan to close clear message?
 - o Ramco Center "bailing out" (my term to describe backing away from retail in Hartland)
 - Loss of Menards tried to come to Hartland for ten years!
 - Township considered Menards to be Industrial (again, not our kind?)
 - Kroger Failure to commit
 - Perceived slap in face effect lingers years later
 - No Fuel Center (central to their marketing strategy) no commitment to Hartland – also not our kind?
 - COMMON THEME Tell them how to do their business...
- IS THE TOWNSHIP IN NEED OF A VISION TEST? This problem is hiding in plain sight.
- HARTLAND BUSINESS ASSOCIATION PROPOSED AN ACTION PLAN
 - Working Definition (brochure)
 - Hartland Response
 - "You're not serious about that, are you?"
 - One major official retaliated by shifting his business from an HBA member firm because of affiliation with HBA
 - Township has rejected opportunity to work collaboratively to actually become business friendly..
 - Question: Do you really believe its as simple as Declare Yourself Business Friendly?
 - ANSWER It's a State of Mind Requires different decisions and attitude.

HBA IS LOOKING FOR A FEW BOARD MEMBERS WHO WILL COMMIT TO ADDRESSING THIS PROBLEM.

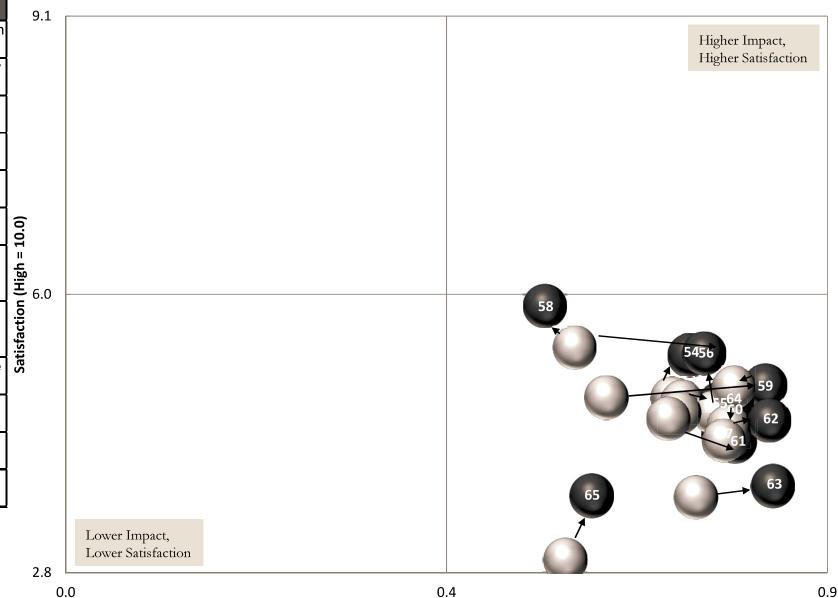




Strategic Priority Map: Regulatory Environment

Regulatory Environment

- 54. Cost of doing business in Hartland
- 55. Speed of process for any needed permits or reviews
- 56. Ease of passing mandated inspections
- 57. Ease of process for any needed permits
- 58. Level of citizen support for businesses
- 59. Fairness of Township fees
- 60. Amount and quality of services you receive for the local taxes paid
- 61. Ease of working with local regulators (ordinances, zoning, permits, etc.)
- 62. Township regulations are fair
- 63. Township regulations encourage growth
- 64. Level of code enforcement is reasonable
- 65. Signage regulations are reasonable



Correlation (Strongest = 1.0)